

## CCC Plus Member Call FAQ for July 18, 2017

### (edited for clarity and applicability)

Question	Answer
My daughter opted out of the CCC demonstration because the physicians she sees were not in network, I understand the CCC Plus Program is mandatory. Could you confirm?	Yes, CCC Plus is required for all eligible individuals. The CCC Plus Helpline can answer questions about CCC Plus including the health plans that contract with your daughter's providers.
My daughter is on Medicare part A, Medicare part B, and also on Medicaid. From the brochure we received in the mail, it looks like she is eligible for a DSNP. I cannot find anything on the DSNP. Is there a number or link that I can access to get more information, or will they contact us to get her set up with a DSNP?	A Dual Eligible Special Needs Plan (DSNP) is an option for individuals who are qualified for both Medicare and Medicaid. An individual who has both Medicare and Medicaid has the opportunity to choose the same health plan to be both their Medicare plan and their Medicaid plan. Being in the same plan is beneficial for coordination of care. Your daughter has the option to choose the same plan to be her Medicare and Medicaid plan, or she can keep her current Medicare plan. Individuals who are interested in changing their Medicare plan, can call Medicare at 1-800-633-4227.
When I call Medicare will they be aware of Virginia's CCC Plus Program?	They may not be familiar with CCC Plus; however, they will be familiar with DSNP plans and could answer questions about the DSNPs available in your area. By 2019 all CCC Plus health plans will have DSNPs available in all Virginia localities.
How do I find out who my daughter's Care Coordinator is?	To find out who your Care Coordinator is call your CCC Plus health plan at the phone number on the back of your ID card. The numbers for each of the health plans are also available on the comparison chart sent to you in the mail, and on the CCC Plus Helpline website at: <a href="https://www.cceplusva.com/contacts-and-links">https://www.cceplusva.com/contacts-and-links</a>
Will I need a referral from my PCP for specialists visits?	Requirements for specialist referrals may vary by health plan. You can call your health plan and ask them about their referral requirements. You can also find information about referral requirements in each health plan's Member Handbook, available on the health plan's website. You can find the address for each health plan's website on the CCC Plus Helpline website at the website address listed above. Most of the health plans will not require you to have a referral as long as you see a specialist that participates with your health plan.
What are the transportation	Transportation is a Medicaid covered service. It is covered

options offered by CCC Plus?	<p>when you do not have another way to get to your medical appointments. For fee-for service members, transportation is currently covered through the Medicaid fee-for-service transportation vendor, LogistiCare. When you enroll with a CCC Plus plan, your transportation for most services will be covered by your health plan or their transportation vendor. When you receive your CCC Plus welcome packet from your MCO you will get a new member ID card. The ID card will list the phone number to call for transportation. Transportation phone numbers are also available on the DMAS website at:</p> <p><a href="http://www.dmas.virginia.gov/Content_pgs/mltss-meminfo.aspx">http://www.dmas.virginia.gov/Content_pgs/mltss-meminfo.aspx</a></p>
I was never given a Medicaid ID card, how do I get a new one?	You need to call your eligibility worker from the local Social Services Department where you live to request a replacement card. Since you never received a card, it is important to check with them to also make sure that they have your correct address on file. You will also receive a CCC Plus ID card from your health plan.
My daughter has had the same doctor for 16 years, and it said she is in-network when I checked the website, but when I called they said they do not accept Medicaid Plans. Her doctors went by her Medicare plan, are we still able to use her doctor?	Yes. Your Medicare coverage is not changing, unless you want it to and call to make that change. You can continue to see your physician under your Medicare benefit. Also, your doctor may be contracted with one of the CCC Plus plans even if he is not contracted with Medicaid. Your CCC Plus plan will coordinate benefits with your Medicare provider. Your CCC Plus plan provides your Medicaid benefits, which sometimes supplement Medicare.
Who chooses my primary care physician? Can I continue to see my doctor now or will they provide a new one?	Reach out to your CCC Plus health plan and tell them who your current primary care doctor is. They can tell you if your doctor is in their network. The health plan will assign you a PCP if you do not request one, but will give you the option to change your doctor. If you have Medicare let the plan know who your Medicare PCP is.
My son has Medicare, TriCare, and Medicaid. Medicare is the primary payor, and Tricare pays all of the copayments. Since Medicaid is not paying for anything, can we opt out of the CCC Plus program?	The CCC Plus program includes individuals with Medicare and other insurance coverage. You cannot opt out because participation is required. CCC Plus provides your Son's Medicaid benefits, including waiver services and other long term supports and services. Your primary comprehensive insurance will cover most of your son's medical benefits. CCC Plus will coordinate benefits for those services. Your son may also be interested in receiving one or more of the extra services covered through the plan.
I attended the town hall, where I heard that CCC Plus will cover membership to a wellness center and internet services. Is this true?	Each plan offers extra benefits that are not otherwise covered under Medicaid. In some cases, those extra services include a membership to a wellness center or internet services. A comparison chart listing these services was sent to you with

	<p>your assignment letter. The comparison chart of enhanced benefits is also on the CCC Plus website at: <a href="https://www.cccplusva.com/member-materials">https://www.cccplusva.com/member-materials</a>. You can also call the plans directly with specific questions about the enhanced benefits. Health plan phone numbers are available at: <a href="https://www.cccplusva.com/contacts-and-links">https://www.cccplusva.com/contacts-and-links</a>.</p>
Can the Care Coordinator help me figure out what plans have my daughters doctors in network?	<p>The Care Coordinators work directly for the MCOs, so they can help once you are enrolled with a plan. To find out which CCC Plus health plans have your daughter's doctor in-network, you can go online to the cccplusva.com website and click on 'find a provider' under the choose tab. You can also call the CCC Plus helpline at 1-844-374-9159, and they can answer questions you have about health plan provider participation. Individuals have the opportunity to change from one health plan to another for any reason within the first 90 days.</p>
I live very close to the Virginia/North Carolina border, so some of the services my daughter needs are technically out-of-state and we have had trouble billing for these with Medicaid in the past. Will these services be covered under the CCC Plus Program?	<p>Some of the CCC Plus health plans do work with providers across the border, so contact the health plan and ask them if your provider is in their network. The CCC Plus helpline can also help you figure out which out of state providers are in network. Lastly, you can contact the physician's office directly to see if they participate with any of the CCC Plus plans. Talk with your health plan care coordinator about these out of state provider relationships as well.</p>